Appendix 1

List of Winners of The Ombudsman's Awards 2024 for Public Organisations

Name of Department/Organisation
Hong Kong Fire Services Department (Grand Award)
Social Welfare Department (Organisation Award)
Water Supplies Department (Organisation Award)
Housing Department (Award on Mediation)
Immigration Department (Customer Services Award)
Hospital Authority (Information Technology Application and Creativity Award)

Appendix 1

List of Winners of The Ombudsman's Awards 2024
for Officers of Public Organisations

(Arranged by English Name of Department/Organisation and Awardees)

Name of Department/Organisation	Name	Post
Agriculture, Fisheries and Conservation Department	Ms Mok Lai King	Senior Ranger (Northwest)
Airport Authority	Ms Ng Wai Man, Hemans	Operation Officer, Customer Service
Airport Authority	Ms Wong Pui Ching, Natalie	Operation Officer, Customer Communications
Buildings Department	Ms Chan Chit Han, Bobo	Building Surveyor/Slope Safety 14
Buildings Department	Mr To Kwok Kei	Technical Officer 2-9/Joint Office 2
Civil Engineering and Development Department	Ms Leung Man Yee, Jojo	Engineer/24(N)
Civil Engineering and Development Department	Ms Wong Hoi Ying, Sonia	Senior Engineer 4/Housing Projects 2
Civil Engineering and Development Department	Mr Wu Ho Kuen, Andrew	Senior Geotechnical Engineer/MW1
Companies Registry	Ms Yu Shuk Fong, Marianna	Registry Manager
Competition Commission	Ms Ho Wai Tung, Louisa	Competition Affairs Officer (Investigations I)
Consumer Council	Mr Chan Hoi Ki, Tim	Complaints and Advice Officer
Consumer Council	Ms Tse Hiu Wa	Complaints and Advice Officer
Customs and Excise Department	Mr Lung Chun Kong	Superintendent, Complaints Investigation Group
Customs and Excise Department	Ms Wong Oi Yan	Senior Investigator (Consumer Goods Safety Unit 2)
Development Bureau	Mr Lok Kim Wa	Team Leader (Tree Management Office)
Digital Policy Office	Mr Suen Hung Yee	Senior Systems Manager (Data Applications)
Digital Policy Office	Mr Yu Wing Yeung, Tim	Customer Service Officer
Drainage Services Department	Ms Feng Xue, Stephanie	Engineer/Land & Housing Supply 1
Drainage Services Department	Mr Lau Wai Kit, Rick	Engineer/Building & Civil 8
Education Bureau	Mr Cheng Hon Fai	Senior School Development Officer (Tuen Mun)1

<u>Appendix 1</u>

Name of Department/Organisation	Name	Post
Education Bureau	Mr Ng Chi Hung	Clerical Officer (Automatic Telephone Enquiry System/Administration Support)
Electrical and Mechanical Services Department	Mr Lam Chi Hin	Engineer/Security/Central Services 3
Electrical and Mechanical Services Department	Mr Po Chi On	Engineer/Municipal/Hong Kong 5
Environmental Protection Department	Mr Tam Yiu Man, Jason	Senior Environmental Protection Officer (Regional East)5
Environmental Protection Department	Ms Wong Fong	Senior Environmental Protection Officer (Regional West)2
Equal Opportunities Commission	Ms Cheung Wai Hing, Beverley	Equal Opportunities Officer (HR Development & Projects)
Equal Opportunities Commission	Ms Lok Wing Lam, Adele	Senior Equal Opportunities Officer
Estate Agents Authority	Ms Lau Lai Mei, May	Senior Clerk (Licensing)
Estate Agents Authority	Ms Ng Yin Yee, Joanne	Senior Clerk (Professional Development)
Food and Environmental Hygiene Department	Mr So Yeung Fung	Chief Health Inspector (Tsuen Wan)1
Food and Environmental Hygiene Department	Mr Wong Hau Cheung	Senior Health Inspector (Cleansing Infrastructure)
Highways Department	Mr Lee Wing Keung, Kenneth	Senior Engineer/Slopes
Highways Department	Ms Wong Ching Man	Maintenance Engineer/Wong Tai Sin
Home Affairs Department	Ms Mak Chui Ying	Liaison Officer (Ho Man Tin)2
Home Affairs Department	Mr Poon Chun Ki	Liaison Officer (Building Management 1)1
Hong Kong Examinations and Assessment Authority	Ms Law Wing Ki, Katie	Officer – Examinations Administration
Hong Kong Examinations and Assessment Authority	Ms Tam Tsz Ying	Assistant Officer – Examinations Administration
Hong Kong Fire Services Department	Mr Wong Yu Fai	Divisional Officer (Building Improvement)32

Appendix 1

Name of Department/Organisation	Name	Post
Hong Kong Fire Services Department	Mr Yung Wai Ming	Senior Divisional Officer/Fire Protection Facilities Supervision Division
Hong Kong Housing Society	Ms Ling Ching Ching, Sara	Senior Officer (Property Management)
Hong Kong Monetary Authority	Ms Choi Yuen Ting, Katherine	Assistant Manager, Complaint Processing Centre (Enforcement and AML Department)
Hong Kong Monetary Authority	Ms Lam Shan, Jackie	Senior Officer (Communications)1E
Hongkong Post	Ms Chan Kwan Hang, Brooklyn	Senior Manager (Mail Processing)2
Hospital Authority	Dr Cheung Hon Ming	Deputy Hospital Chief Executive of Prince of Wales Hospital and Deputy Service Director (Quality & Safety) of New Territories East Cluster
Hospital Authority	Ms Lau Lai Ying, Lillian	Executive Officer I (Health Informatics)
Hospital Authority	Dr Mok Ka Leung	Consultant, Accident and Emergency Department of Ruttonjee Hospital
Housing Department	Mr Choy Kwan Wing	Senior Housing Manager/Public Housing Resources Management
Immigration Department	Mr Chan Lui Kong	Senior Immigration Officer (Tuen Mun Office)
Immigration Department	Mr Kwok Tin Shek	Immigration Officer (Foreign Domestic Helpers)
Insurance Authority	Ms Chan Man Wai, Joey	Deputy Manager
Insurance Authority	Ms Yen Suk Fong, Annie	Manager
Lands Department	Ms Lo Wai Tung	Land Executive/Small House G, District Lands Office/Tai Po
Legal Aid Department	Ms Lam Mei Yee	Assistant Clerical Officer/ Administration Section
Legal Aid Department	Ms Lau Lai Sheung	Acting Senior Law Clerk I/ Kowloon Branch Office (IASU)
Leisure and Cultural Services Department	Ms Au Chung Kei	Assistant District Leisure Manager (Kwun Tong) 2

<u>Appendix 1</u>

Name of Department/Organisation	Name	Post
Leisure and Cultural Services Department	Mr Chan Hung Piu, Bill	Assistant District Leisure Manager (Yuen Long) 4
Mandatory Provident Fund Schemes Authority	Ms Jessica Mok	Senior Officer (Enforcement)1
Mandatory Provident Fund Schemes Authority	Mr Terence Wong	Assistant Manager (Member Protection and Services) 11
Office of the Communications Authority	Ms Chim Pui Yi	Customer Service Officer 11
Office of the Communications Authority	Mr Fan Chi Sing, Louis	Inspector (Telecommunications) (Broadcasting Support) 3
Office of the Privacy Commissioner for Personal Data	Mr Choy Cho Hei, Saki	Personal Data Assistant
Official Receiver’s Office	Mr Lam Mei Cheong, Alva	Senior Insolvency Officer (Special Duties)
Planning Department	Mr Kwan Wing Fai, Hayden	Senior Town Planner/ Information System 1
Property Management Services Authority	Ms Yeung Ka Po, Carol	Officer (Licensing)
Social Welfare Department	Mr Lo Shun Pan	Officer-in-charge, Tuen Mun (West) Integrated Family Service Centre
Social Welfare Department	Ms Wong Man Si, Shirley	Senior Social Work Officer/Family and Child Protective Services Unit (Central Western, Southern and Islands)
The Land Registry	Ms Ku Wing Yee	Clerical Officer/Customer Services and Administration
The Land Registry	Ms Lau Sze Yan	Land Registration Officer I/ Registration D
The Securities and Futures Commission	Ms Chan Wai Yin, Eunice	Manager, Complaints Team, Corporate Affairs
The Securities and Futures Commission	Ms Mavis Ho	Assistant Manager, Secretariat and External
The Securities and Futures Commission	Ms Wong Chin Ling	Manager (Enforcement)
Transport Department	Mr Leung Ka Tung	Engineer/Sha Tin 1
Travel Industry Authority	Ms Chan Ka Kei	Officer (Professional Development)

<u>Appendix 1</u>

Name of Department/Organisation	Name	Post
Travel Industry Authority	Ms Yoanna Yeung	Officer (Finance)
Water Supplies Department	Mr Chan Chun Wing	Waterworks Inspector/Kowloon (Customer Services) Inspection 2
Water Supplies Department	Mr Chan Kai Lok	Consumer Services Inspector/New Territories West (Customer Services) Inspection 13
Water Supplies Department	Mr Lam Hiu Cheung	Senior Engineer/Hong Kong (4)
Working Family and Student Financial Assistance Agency	Mr Li Kin Lun	Assistant Clerical Officer(V1A)16C
Working Family and Student Financial Assistance Agency	Mr Man Hung Fai, Paul	Vetting Supervisor(2)3D